

HIGHLIGHTS

The Department of General Services (DGS) makes it easier for government to do business—and Virginians to do business with government—by providing a broad range of services to citizens, the Commonwealth, and business. There are four divisions and six offices in DGS; the Division of Consolidated Laboratory Services, Division of Engineering and Buildings, Division of Purchases and Supply, and the Division of Real Estate Services. DGS provides state agencies with support that enables them to focus on their core programs. Services include:

- safe and secure public health, environmental, bio-terrorism laboratory testing;
- management and review of projects to ensure compliance with the Virginia Uniform Statewide Building Code, such as safety and accessibility standards for new construction and renovation projects statewide;
- Capitol Square facility and grounds operations, security, and maintenance services;
- establishing statewide non-technology procurement policies and procedures;
- managing the Commonwealth's electronic procurement system (eVA);
- acquiring real property, disposing of surplus property, and negotiating facility leases;
- state vehicle maintenance and management;
- providing lower-than-market-cost food items and other supplies to state and local government
- management and operation of mail services at the seat of government;
- management and operation of the state and federal surplus property programs; and,
- graphic design services

SAVINGS AND COST AVOIDANCE

- In FY13, eVA achieved \$30 million in savings for the purchase of goods and services and has generated over \$398 million in savings since the program's inception in 2001.
- The VDC conducts Market Basket Surveys annually for cost avoidance. Fiscal 2013 food-related purchases from VDC resulted in a cost avoidance of 49.67 percent over purchasing from local sources, and a cost avoidance of 41.55 percent for Fiscal 2013 housekeeping-related purchases. The total cost savings dollar value for Fiscal 2013 was \$15.5 million and for the last five years was \$84.7 million.
- The Division of Purchases and Supply awards and administers more than 500 statewide and agency specific contracts, resulting in approximately \$38 million in savings annually from the reduced cost of goods and services.
- The Commonwealth's real estate is managed as a consolidated real estate portfolio with the Division of Real Estate Services assisting state agencies with all of their real estate needs. Since the division was formed in 2005, this ap-



proach has provided a combined savings and cost avoidance of \$119.8 million.

- DGS has a contract with Enterprise Rental Car to provide vehicles for state employees to conduct business. In FY13 this contract resulted in a cost avoidance of about \$351,384.
- About 180 localities and public bodies are currently using the DGS state contracts for the vehicle Fuel Card Program operated by the Office of Fleet Management Services. This is about 3.5 times the number of localities than were in the program in FY11. Even as retail gasoline prices continue to set records, the methodology of this program kept the FY13 statewide average price per gallon at a respectable \$3.02.
- DGS State Mail Services (SMS) consolidated the numerous mail rooms operated separately by each agency at the seat of government in Richmond. The consolidation and non-duplication of mail services has helped agencies avoid costs associated with mailing. Since SMS began in 2006, about \$7 million of cost avoidance and savings for the Commonwealth has been realized as a result of reducing postage costs through the use of a pre-sort mailing services contract, the elimination of redundant leased metering equipment in agencies, the reduction and/or elimination of outside courier services and Post Office box rentals, and through the greater use of interoffice mail services.
- The DGS Office of Graphic Communications provides savings for agencies and institutions for higher education by charging a flat fee and a labor rate that averages 45% below commercial sources.

OPERATIONAL EFFECTIVENESS

- There are 245 agencies and institutions and 664 local entities using eVA, with about 59,000 vendors registered - - - over 15,000 of these vendors are Small, Women-owned, and Minority -owned businesses (SWaM certified)
- There are 272 SWaM vendors using electronic catalogs in eVA. These are loaded free of charge and helps promote vendors within the eVA marketplace making it easier for buyers to save time and money by having direct access to products online.

- In FY13, the Office of Fleet Management Services was able to reduce direct maintenance to the fleet by approximately \$459,925.
- The Division of Real Estate Services (DRES) is responsible for administering 533 leases with combined annual rental obligations of \$54 million. DRES closes about 300 real estate transactions per year including purchases of property, sales, leases, transfers, and easements.
- Since the surplus real estate initiative began in 2005, the Division of Real Estate Services has sold \$43.3 million of surplus real estate.
- Each year the Division of Consolidated Laboratory Services (DCLS) performs more than 7 million laboratory tests using 650 different testing methods.
- The Bureau of Capitol Outlay Management (BCOM) processed 3,551 design submittals in FY13, including 376 building permits and 286 Certificates of Use & Occupancy.
- The Commonwealth has established a public-private partnership with industry experts and has executed two contracts as part of the Commonwealth's Alternative Fuel Program.
- Through aggregating the volume, the resulting Bulk Fuel Program contracts were able to reduce the contract differential by an average of 18% for gasoline and 34% for diesel when compared to the VDOT contracts.
- Consistent with current industry green building initiatives and in response to Executive Order 19, DGS is continuing the development of the Virginia Energy Conservation and Environmental Standards (VEES) as an alternative to LEED and Green Globes for state-owned buildings. VEES provides a method to assure state-owned buildings conserve energy and are environmentally friendly, but it avoids the cost, proprietary "national" requirements, and the time required for LEED certification.
- DGS provides ongoing project management for all capital construction and renovation in Capitol Square. This also includes more than \$10 million in maintenance reserve projects, a \$6 million emergency renovation of a complex laboratory space for the Division of Consolidated Laboratory Services (DCLS) on an extremely aggressive timeline (~9months) while ensuring critical operations could continue; an emergency roof repair on a Department of Taxation facility after a storm rendered a significant portion of the building exposed to the elements; space, security projects for the Division of Capitol Police; and three separate energy efficiency projects in DGS-owned facilities.
- DGS also contracts with other state agencies to provide project management services, including: the Science Museum of Virginia (Richmond), the Department of Veteran Services (Hampton Roads & Richmond), the Fort Monroe Authority (Fort Monroe – Hampton), the Virginia School for the Deaf and Blind (Staunton), the Department of Forensic Sciences (Roanoke & Richmond), and the Department of Behavioral Health and Developmental Services (Chesapeake).
- The Office of Surplus Property Management (OSPM) has two surplus property distribution centers—one in Richmond and the other in Wytheville. The Wytheville center includes a retail store available to the general public offering a variety

of items at a fixed-price, similar to a private retail store.

- The Office of Surplus Property Management (OSPM) has increased the use of the internet for selling surplus property belonging to agencies. The process from beginning to end takes three weeks or less. This saves on agency labor time, transportation costs, and provides for a quick turn around for the agency to move the property. Also, agencies are able to retain a portion of the sales revenue.

CUSTOMER-FOCUSED SERVICE

- eVA increased the number of publically posted bid opportunities – 67% since inception in 2001.
- eVA reaches 30 times more suppliers than traditional purchasing methods and ensures all interested vendors have access to state business opportunities.
- SWaM purchases and dollars have increased from 7,768 in FY04 to 271,455 purchases in FY13 and \$31.5 million in FY04 to \$1.6 billion in FY13 (Source: eVA data).
- The DGS Division of Purchases and Supply responds to approximately 10,000 requests annually from agencies, institutions of higher education and local government entities for procurement advice and assistance. Annual on-site assistance includes, on average, 84 agency visits, 95 local government visits and 24 procurement reviews.
- Virginia's dried blood spot newborn screening program tests every baby, born in Virginia, for 28 rare and often serious disorders that are present at birth. These disorders can affect a child early in life, often within the first few days or weeks of life making it imperative to identify these disorders.
- The Division of Consolidated of Laboratory Services supports at least 26 different state agencies.
- Pulaski County needed four 100kw generators. The retail cost would have been \$35,140 for each generator. The County purchased them from Surplus Property in FY12 for \$3,000 each, which resulted in a savings/cost avoidance of more than \$128,000 for the county.
- State Mail Services has courier routs that cover over 500 miles daily with 150 stops.
- Over the past four years, the Division of Consolidated Laboratories has conducted 29 Sentinel Laboratory "Agents of Bioterrorism" Wet Workshops for 183 scientists from 68 different Virginia sentinel laboratories. Site visits to conduct training resulted in the training of 28 scientists at 8 locations. The attendees came from hospital, reference, military, law enforcement, veterinary and environmental laboratories.
- The DGS Virginia Distribution Center increased its customer base by 30% over the last four years from 400 to 522 public bodies.

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